OPERATIONAL POLICY
EDUCATION, TRAINING AND TESTING
(as revised March 2011)

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Foreword

Education, training, and testing are the very purposes for which RSES exists. As such, the policies stated hereafter are designed to preserve the integrity, consistency, and value of RSES training and testing programs.

These policies apply to education, training, and testing functions conducted by, or on behalf of, the Society’s Educational and Examining Board, and include but are not limited to: the RSES Service Application Manual (SAM), training courses, eLearning programs and any other training formats, final examinations, Certificate Member (CM) examinations, Active Specialized Member (SM) examinations, and Certificate Member Specialist (CMS) examinations.

Various other exams and materials are administered under the purview of the RSES Educational Foundation, but are reviewed and revised by the RSES E&E Board as requested by the Educational Foundation.
Section 1: Service Application Manual

The Service Application Manual (SAM) is a prime benefit of RSES membership. All new and revised SAM chapters are supplied to Members without charge at the time of publication. The complete Manual and any newly published chapters are available in electronic format via the Members-only section of the RSES website as PDF files.

1. Library subscriptions, which include new and updated chapters, are available to legitimate technical libraries at a specified rate.

2. Although SAM is noncommercial in nature and does not promote specific products, chapters containing product-specific information are included when appropriate.

3. All chapters of SAM are copyrighted and may not be reproduced without permission.

Section 2: Policy for Training Course Operation

1. Conducting Training Courses or Programs
   a. RSES Training Courses shall be available to:
      (1) Chapters for conducting Chapter-oriented or Chapter-sponsored training programs.
      (2) Individual Members, Corporate Members and non-members for individual or group study.
      (3) Any RSES Member, Corporate Member, or non-member is eligible to participate in RSES self-study, eLearning, and/or other online courses. The cost of the course shall be tiered, offering priority pricing to Members, with a higher pricing for non-members intended to encourage RSES membership.
   b. All RSES course material must be purchased from RSES Headquarters or an approved RSES delivery partner. One set of student materials must be purchased for each participant enrolled. The use of unused RSES training courses previously purchased and inventoried is allowed. The instructor’s package (where available), once purchased, may be used until obsolete.
   c. RSES training course materials are copyrighted, and under no circumstances may the material be reproduced for sale or distribution.
   d. Any RSES Member in good standing is eligible to participate in Chapter-conducted training programs. In addition, Chapters may allow employees of Corporate Member companies and/or non-members to participate in Chapter training.
   e. Each Chapter or training group/facilitator shall determine the minimum class size.
2. Enrollment Requirements

   a. The decision to permit an individual to enroll in a training course/program without previously completing the preceding course or equivalent is allowed based on such criteria as the:

      (1) enrollee’s qualifications

      (2) effect of such enrollment on the progress of students with previous participation.

   b. In the case of self-study or eLearning, the individual purchasing the training material (supervisors, employers, etc., purchasing material for their personnel) shall determine the course(s) that he/she feels are appropriate for use.

   c. It is the responsibility of the Chapter Educational Chairperson and the Chapter Secretary-Treasurer to ensure that:

      (1) all participants in Chapter-sponsored courses or programs are Members in good standing

      (2) the appropriate non-member/Corporate Member registration form is completed for each individual and that, in the case of non-member or Corporate Member participation in these courses or programs, the appropriate fee is paid to Headquarters.

   d. Headquarters will verify whether a participant is a Member in good standing, a Corporate Member, or a non-member to ensure that appropriate fees are collected.

3. Instructor

   a. Instructors shall be selected by the Chapter Educational Chairperson, with the approval of the Chapter President.

   b. Instructors for non-Chapter courses shall submit a resume of their qualifications at least 30 days prior to the start of the training course through Headquarters for approval by the E&E Board Chairperson.

   c. The instructor may participate in the training course final examination. If the instructor is not an RSES Member, the instructor will be required to complete the non-member registration form and pay a fee for the examination. The instructor’s course grade will be based solely on the results of the final examination, which will be graded at Headquarters.

4. Review Tests and Final Examinations

   a. Review tests

      (1) All review tests (where applicable) are closed-book examinations and become the property of the participant.

      (2) Self-study courses do not have review tests.
(3) eLearning courses have “built-in” review questions for self-assessment purposes.

(a.) Final examinations for eLearning courses may be developed for use in special programs for educational institutions utilizing eLearning in conjunction with their programs once a request has been received by RSES Headquarters.

b. Final exams and tests

(1) All RSES examinations are closed-book and must be proctored. Participants are not permitted to refer to the text, assignment book, or any other materials not supplied with the test or exam.

(2) Online and eLearning-related exams are closed-book, and participants are not permitted to refer to any text, assignment book, or any other materials not supplied with the test or exam. Online exams are to be proctored and performed at authorized RSES locations only.

c. Graded final examinations and tests remain the property of Headquarters and are not returned.

5. Final Examination/Test Eligibility

a. Chapter/Sponsored groups

(1) To be able to appear for a final examination/test, a participant must be a Member in good standing, or a properly registered non-member or Corporate Member.

(2) The minimum final passing grade is 70%. This grade is determined by averaging the final examination/test score with the course score provided by the instructor.

(3) If a participant is unable to take the final examination/test on the announced date due to circumstances beyond his/her control, the exam/test may be given at a later date by the instructor or a Chapter Officer.

(4) Within one year of the final examination/test date, a participant can request re-examination/re-testing if he/she completed the course but did not achieve the minimum passing grade. An additional fee will be assessed for each subsequent exam.

b. Self-Study/eLearning/Online

(1) To be able to appear for a final examination/test, a self-study participant must request the final examination/test using the appropriate form within one year of having purchased a training course manual or completed an eLearning or online course. In addition, self-study, online, and eLearning participants must pay the final examination fee, where applicable, if it is not included in the registration fee.

(2) The minimum final passing grade is 70%. This grade is determined only by the score of the final examination.
Within one year of the final examination date, a participant can request re-examination if he/she completed the course but did not achieve the minimum passing grade. An additional fee will be assessed for each subsequent examination.

6. Request for Grades
   a. Headquarters may provide the course grade to the participant.
   b. Headquarters may provide course grades to approved school instructors.
   c. Due to privacy issues, under no circumstances will grades be furnished over the telephone.
   d. Grades may be sent to an employer or other appropriate agency only upon receiving the written consent of the participant.

Section 3: Procedure for Training Course Operation

1. Ordering Training Course Materials
   a. Orders for course materials may be placed by a Chapter Officer in good standing or by an individual Member, Corporate Member, or non-member.
   b. Course materials must be paid for in advance in the form of a check, money order, or credit card payment. Only Chapters, Corporate Members, or schools utilizing PO numbers may be billed for purchases.
   c. Training course materials will be shipped to the ordering party or requested address.

2. Transportation Charges
   Transportation charges, as well as duties, taxes, and customs clearance charges (when applicable), are the responsibility of the ordering party.

3. Returns
   a. No training course material may be returned for credit without receiving prior permission and shipping instructions from Headquarters. To be eligible for return, materials must be in the original carton, with original carton seals unbroken.
   b. Materials returned to Headquarters after 60 days from original shipment, and with permission, will be subject to a 15% restocking charge. Materials returned after 90 days are subject to a 50% restocking charge.
   c. When training course materials are accepted for return, Headquarters will issue a credit memo to be applied against future purchases of educational materials.
   d. No material will be accepted for return after 120 days from the original shipping date.
4. Attendance (Classroom Courses)
   a. The instructor shall record the attendance or absence of each participant on the progress chart during every class session.
   b. The duplicate part of the progress chart (the enrollment list, if applicable) shall be returned to Headquarters after two class sessions.
   c. Failure to comply with these two requirements will delay processing and may disqualify the class from earning course credits.

5. Review Tests and Lesson Review Questions
   a. Review tests and/or lesson review questions (LRQs), if part of the course, are provided in the instructor’s manual. The instructor is responsible for providing copies of the review tests or LRQs to the students and scoring the review tests. (Answer keys are provided in the instructor’s manual.)
      (1) Review tests or LRQs are to be given as required by the course.
      (2) The instructor shall record review test grades and/or LRQ completion on the progress chart.
      (3) Missed review tests should be taken by the participant and LRQ questions are to be completed at the earliest possible date.
      (4) Review test grades will become part of the final course grade, where LRQ questions will become part of the participation or effort progress.
      (5) When participating in a self-study, eLearning, or online course, it is the responsibility of the individual to utilize the provided review questions as supplements to the course material. This supplemental material includes answers and is to be used to assist in further testing.
      (6) Review questions are to be checked by the individual participant and will not be considered or used to determine the final grade.

6. Participation Grade (Classroom Courses)
   a. Consideration also should be given to the participant’s class attendance, degree of participation, and timely completion of home and class assignments. The participant who has taken the trouble of informing the instructor of any inability to attend a class session should be marked excused. Excused absences should not negatively influence the participation grade.
   b. The instructor is the deciding authority on the participation grade.

7. Course Average (Units of Study)
   a. The instructor shall compute the unit average by adding columns A and B on the progress chart (lesson review questions and participation grade) and dividing by two (2). The unit average should be entered in column C.
b. The unit average (column C) should be recorded on each participant’s final examination answer sheet before being returned to Headquarters for processing.

c. The unit average constitutes 50% of the final course grade.

8. **Final Examination**

a. At least four weeks before the final examination date, the ordering party (instructor, proctor, or individual participant) shall complete the final examination request form and forward it to Headquarters. A rush fee will be charged for exams ordered less than seven business days in advance. (This rush fee is in addition to the shipping charges.)

b. It is the ordering party’s responsibility to provide membership numbers on the final examination request form where applicable. In the case of a non-member or Corporate Member, the ordering party will indicate this on the request form. Headquarters will mail the appropriate number of exams only upon receipt of the properly completed form.

c. Maximum time allowed for taking the final examination shall not exceed the noted time allotted for that particular final exam.

d. The ordering party shall return all used and unused exams and the progress chart (duly completed), along with the required fee (per participant, per exam, if applicable), no later than 72 hours after the exam is conducted. Failure to return exams in a timely fashion may lead to a delay in processing results. Repeated violation of this policy may result in dismissal of examination administration privileges. Scoring cannot proceed until the exam has been returned.

e. Final examinations administered to non-members require payment of a non-member fee and the completion of a non-member registration form before the course results will be released. Corporate Members must complete a registration form.

9. **Re-Examination/Testing**

Requests for re-examination/testing for individuals who missed the original exam/test date should be sent separately by the Chapter, individual Member, Corporate Member, or non-member. For in-class courses, under no circumstances should the Chapter, individual Member, Corporate Member, or non-member delay returning the exams taken by other participants. All used and unused exams must be forwarded immediately to Headquarters.

10. **Completion Certificates, Awards, and Diplomas**

a. Upon successful completion of each course, a course completion award will be furnished.

b. To obtain a course diploma, the participant must attend and successfully complete the entire series of study in a particular area of concentration (i.e., RAC, Heating, Electricity, Controls, Heat Pump, etc.).

c. CEUs will only be issued for courses that meet approved industry criteria—whether they are in-class, self-study, eLearning, or online, and as designated by the E & E Board and Headquarters.
11. Test-Out Procedure

For a fee, any individual (Member, non-member or Corporate Member) may request to test out of and receive credit for a training course without having purchased training course material or without having participated in the course. The opportunity to test out will be permitted once per individual per course. If a participant is not successful in testing out of a course, he/she must participate in either a Chapter-sponsored course, self-study course, eLearning, or an online course before being allowed to participate in the final examination/test again to earn credit for that particular course.

An individual will be provided a course-completion certificate by participating in and successfully passing the final examination/test of any available training course. Passing score is 70% or better and is based on the score of the final examination/test alone. No CEUs will be issued to an individual testing out of a course, since he/she did not participate in the course. All regulations for the administration of training course exams/test will still apply (exam/test must be proctored by a Chapter Officer, Chapter instructor, Headquarters-approved instructor or via an approved testing deliver partner.)

Section 4: Conducting Certificate Member (CM), Certificate Member Specialist (CMS) and Active Specialized Member (SM) Examinations

1. Who Can Conduct Certificate Member (CM) Examinations:
   a. At Chapter level, a CM monitor appointed by the Chapter President, provided the appointee is a Certificate Member, or any person in subparagraphs b. and c., below.
   b. When a Certificate Examination is planned as a regional meeting activity, a Regional Director, Deputy Director, or a Member of the E&E Board shall monitor the exam.
   c. RSES professional staff members authorized by the E&E Board Chairperson.
   d. Exceptions to any of the above must have written prior approval of the E&E Board Chairperson.

2. Who Can Conduct Certificate Member Specialist (CMS) and Active Specialized Member (SM) Examinations:
   a. A Member of the Educational and Examining Board, a Member of the International Board of Directors, any International Past President, or any CMS Member approved by the E&E Board Chairperson, with the knowledge of the appropriate Regional Director, for the purpose of the dedicated Chapter examination days and other special circumstances.
   b. RSES professional staff members authorized by the E&E Board Chairperson.

3. Who is Eligible to Appear for a Certificate Member (CM) Examination:

Any active Member in good standing.

4. Who Cannot Appear for a Certificate Member (CM) Examination:
   a. A Student Member.
b. An Associate Member.

c. Non-members of RSES.

e. Any active Member who has taken the CM examination less than 90 days ago.

5. **Who is Eligible to Appear for a Certificate Member Specialist (CMS) Examination:**

RSES Certificate Members (CM) in good standing who have earned and maintained their CM status for a minimum of 90 days.

6. **Who is Eligible to Appear for an Active Specialized Member (SM) Examination:**

Any Active Member in good standing.

7. **When Certificate Member Specialist (CMS) and Specialist Member (SM) Exams May Be Conducted:**

a. Specialist examinations may be conducted at international, regional, RSES Canada, and state conferences or seminars, and at Chapter-dedicated CM/CMS/SM examination days.

b. Specialist examinations also may be offered at any joint industry meeting.

c. Specialist examinations will not be conducted at Chapter level, except in conjunction with qualifying seminars or dedicated CM/CMS/SM examination days.

A seminar must consist of five or more contact hours with a qualified presenter or presenters. (A qualified presenter is one whom the Chapter educational officer/committee feels to be capable of conducting a seminar on a given subject for five hours). An agenda must be sent to the E&E Board Chairperson at least 30 days in advance, naming the date, place, presenter, and proctor. If the seminar qualifies, written approval will be given, and Headquarters will be notified to send the examinations.

A dedicated CM/CMS/SM examination day must be a day set by the participating Chapter for examinations only. The examination day may be held twice per year with a six-month time period between scheduled examination days. A request for examinations must be sent at least 30 days prior to the examination date naming the date, place, and proctor to Headquarters for approval of the E&E Board Chairperson. If it qualifies, written approval will be given, and RSES Headquarters will be notified to send the necessary examinations.

**Section 5: Procedure for Conducting Certificate Member (CM) Examinations**

1. **Ordering CM Examinations: Chapter Level**

   a. The Chapter President will appoint a Certificate Member of the Chapter to monitor certificate examinations given by the Chapter. The appointed individual is to serve for a period of three years. The Chapter Secretary-Treasurer must file the name of the appointed individual with Headquarters prior to the first request for a certificate examination.
b. The Educational Chairperson or a Chapter Officer should ascertain at a Chapter meeting how many Members desire to appear for a certificate examination. He/she will then:

(1) establish a date to hold the exam
(2) notify all Chapter Members eligible to take the exam
(3) complete an appropriate examination order form and mail, fax, or e-mail it to Headquarters at least 30 days before the exam date.

2. Ordering CM Examinations: Non-Chapter Level

a. At the non-Chapter level, the Regional Director or his/her designee is responsible for ensuring that the proper number of exams are ordered by completing an appropriate examination order form and submitting it to Headquarters by mail, fax, or e-mail at least 30 days before the exam date.

Section 6: Procedure for Conducting Certified Member Specialist (CMS) and Active Specialized Member (SM) Examinations

1. Ordering Examinations: International, Regional, Sectional, RSES Canada, and State Conferences and Seminars

a. The Regional Director or his/her designee is responsible for ensuring that the proper numbers of exams are ordered by completing an appropriate examination order form and submitting it to Headquarters by mail, fax, or e-mail at least 30 days before the exam date.

2. Ordering Examinations: Dedicated Chapter CM/CMS/SM Examination Days

The Chapter Educational Chairperson or other Chapter officer will:

a. determine how many eligible members will appear for a certificate or specialist examination
b. establish a date to hold the examinations
c. complete the appropriate form and mail or fax it to Headquarters at least 30 days before the exam date. This form must list those members who wish to participate in a specialist examination and specify which exam will be taken. Ordering of “extra” specialist examinations will not be permitted. Certificate Member (CM) examinations may be ordered for both pre-registered participants and a reasonable amount of additional exams may be ordered for last-minute registrants.

3. Preparation of Examination Session

a. All examination participants must register on the sign-in sheet provided prior to taking the exam. The monitor is responsible for making sure that the sign-in form is properly completed and is legible.
b. The monitor is responsible for providing an adequate supply of sharpened No. 2 pencils.

c. Monitors are responsible for checking candidates’ membership cards for current membership status.

d. Candidates must be allowed a full three hours to complete the exam.

e. Calculators are permitted, but their memories must be cleared in the presence of the monitor.

f. Candidates are not allowed to leave the room except at the monitor’s discretion, and only one at a time.

g. Cellular phone usage is not permitted during the examination session. Cellular phones should be turned off (or ringers turned off) and stored away. Any examination candidate needing to leave the room to partake in a telephone conversation will automatically end his/her examination.

h. CM, CMS, and SM examinations are closed-book tests. All material needed to complete the examination will be provided within the examination package. Absolutely no outside material may be brought into the examination session.

i. The CM examination consists of 150 multiple-choice questions. Passing grade is 70%.

j. Specialist exams consist of 100 multiple-choice questions. Passing grade is 80%.

k. The examination candidate is to seal the envelope at the end of the exam after enclosing all supplied materials. Failure to return all examination package contents will result in disqualification.

4. Upon Completion/Returning Examinations for Processing

a. The monitor must collect all examination packages from the candidates and verify that all packages have been returned.

b. The monitor must return all exams, used and unused, along with the required fee (per participant, per exam—see Payment Remittance Form), no later than 72 hours after the exam is conducted. Failure to return exams in a timely fashion may lead to a delay in processing results. Repeated violation of this policy may result in dismissal of examination administration privileges.

c. No exams are to be held for use at a later date. If the exam must be postponed more than 30 days, the exams should be returned to Headquarters and re-ordered for the rescheduled exam date.

d. Exams are to be returned to Headquarters by any trackable shipping method (FedEx, UPS, DHL, etc.).
5. Reporting Results

Examination candidates will receive, along with their exam score, a detailed analysis that shows the degree of their success in each of the exam’s technical categories. Grades and reports are sent directly to the individual participants and to the address given on the registration form completed at the beginning of the exam session.

The exam monitor will be provided with a summary report of the exam session.

Section 7: Development of New CMS/SM Examinations

It is the intent of the E&E Board to encourage development of new CM specialist examinations, not only for the purpose of improving the professionalism of our membership, but also as a means to increase and retain membership.

1. Guidelines

Any new exam proposed as a CM specialist examination shall meet the following guidelines:

a. The exam shall be relevant to the HVACR industry.

b. The exam shall appeal to as broad a cross section of our membership as possible.

c. The subject shall be narrow enough to qualify as a “Specialist” area.

d. A minimum of 150 questions shall be written for the exam.

e. It is preferred that the exam be produced from but not limited to the following sources:

   (1) RSES SAM manual

   (2) RSES training courses

   (3) RSES mini courses

   (4) RSES Technical Institute Manuals

   (5) non-proprietary texts generally readily available to all Members.

f. Proprietary reference material shall not be acceptable.

g. Copyrighted materials (illustrations, line drawings, schematic drawings, etc.) may be used within the exam with written permission of the owners.

h. Questions shall encompass not only book knowledge, but also should deal with problems and trade craft encountered by a person working within the field of specialization.

2. Policy and Procedures

a. The proposed exam may be presented to the E&E Board Chairperson as either a synopsis or a complete exam to be included on the agenda for the next E&E Board
meeting. If presented as a synopsis, a timetable for presentation of the complete exam to the E&E Board shall be included should the Board approve of the synopsis.

b. The rights to the examination shall be granted to RSES in writing. However, the author(s) of the exam may choose to retain the rights to the exam for a period of up to two years.

c. The E&E Board shall choose one of following options based upon majority vote:

(1) disapprove the exam and return it to its author(s)

(2) if RSES holds the rights to the exam, approve the exam as presented

(3) if RSES holds the rights to the exam, approve the exam as a “Beta*” exam for a period of two years, or

(4) if the author(s) retain the rights to the exam, approve the exam as a “Beta*” exam for a period of two years.

d. Any exam approved shall debut at the next Annual Conference subsequent to the approval.

e. Upon approval of an exam, the author(s) shall provide a hard copy of the exam, an electronic file copy of the exam, and an answer key to the E&E Board Chairperson or his/her designee.

f. If an exam is approved as a “Beta*” exam, all CMS testing policies in effect at the time of approval shall apply. The E&E Board at its discretion may offer the first presentation of the exam for no cost or at a reduced cost. Any subsequent exams presented in accordance with CMS testing policies shall be at the normal cost.

g. Anyone passing a “Beta*” exam will be given a certificate acknowledging passing the exam. If the E&E Board subsequently accepts the exam as a specialist examination at the conclusion of the trial period, all persons passing the “Beta*” exam shall be grandfathered in as Specialists.

h. The E&E Board chairperson shall periodically provide the author(s) of the exam with statistics for a period of two years. The author(s) are encouraged to review the exam and make recommendations for changes to the exam.

i. If the E&E Board decides to drop the exam at the conclusion of the trial period, all rights to the exam shall revert to the author(s). RSES shall retain one copy as a historical document.

j. Any “Beta*” exam shall not count toward the Wayburn Wilson Award until the time at which it is accepted as a specialist examination.

k. All processing of “Beta*” or full specialist examinations (including grading, issuing of certificates, providing statistical reports, etc.) will be handled by RSES International Headquarters Staff.

As approved at the 9/22/01 E&E Board Meeting.  *Beta—a preliminary exam.
Section 8: Continuing Education Units (CEUs)

1. Procedure for Issuing CEUs

RSES may issue Continuing Education Unit (CEU) credits as appropriate under the conditions set forth below:

a. All CEU credits are issued according to the guidelines published by the Council on Continuing Education. RSES makes no representation or guarantee that any CEU credits issued will be accepted by any third party. It is up to the individual seeking recognition of earned credits to apply to the third party for recognition of said credits.

b. RSES Headquarters shall maintain a perpetual record of all CEU credits issued.

c. CEU credits shall be issued at the rate of one CEU credit per ten contact hours. Fractions shall be permitted.

d. One contact hour shall be defined as instruction consisting of 50 minutes or more per one-hour period.

e. CEU credits may be issued at the discretion of the E&E Board for all qualified RSES training materials.* The CEU credits shall be set by a vote of the E&E Board.

f. CEU credits may be issued at the discretion of the Director of Conferences and Seminars for RSES International seminars at the rate stated above.

g. Regional, sectional, state, and Chapter-sponsored educational conferences and seminars will be considered for the issuance of CEU credits. The sponsor desiring consideration of CEU credits shall furnish a synopsis of the proposed educational seminar to the E&E Board Chairperson at least 30 days in advance. In order to be eligible for consideration, the proposed educational seminar shall consist of five or more contact hours of instruction. If the request is approved, the sponsor shall furnish a roster listing the individuals and hours to RSES International Headquarters no later than ten days after the event.

*Current qualifying materials include:
RAC Units 1–6
Electricity Units 1–5
Heating Units 1–6
Controls Units 1–5
Heat Pump 128-Hour Training Course
Technical Institute Manuals 1–3
Safety for HVACR Technicians
Electricity for HVACR Technicians